

Product and Client Care

We recommend you thoroughly inspect the contents of the scope packaging at once. Check all the contents against the packing list/invoice copy shipped with the instrument and the list on page 1–3 of this manual. Unless LeCroy is notified promptly of a missing or damaged item, we cannot accept responsibility for its replacement. Contact your national LeCroy Customer Service Department or local office immediately (*contact numbers follow index*).

Warranty

LeCroy warrants its oscilloscope products for normal use and operation within specifications for a period of three years from the date of shipment. Calibration each year is recommended to ensure in-spec performance. Spares, replacement parts and repairs are warranted for 90 days. The instrument's firmware has been thoroughly tested and is thought to be functional, but is supplied without warranty of any kind covering detailed performance. Products not made by LeCroy are covered solely by the warranty of the original equipment manufacturer.

In exercising its warranty, LeCroy will repair or, at its option, replace any product returned within the warranty period to the Customer Service Department or an authorized service center. However, this will be done only if the product is determined by LeCroy's examination to be defective due to workmanship or materials, and the defect has not been caused by misuse, neglect or accident, or by abnormal conditions or operation.

Note: This warranty replaces all other warranties, expressed or implied, including but not limited to any implied warranty of merchantability, fitness, or adequacy for any particular purpose or use. LeCroy shall not be liable for any special, incidental, or consequential damages, whether in contract or otherwise. The client will be responsible for the transportation and insurance charges for the return of products to the service facility. LeCroy will return all products under warranty with transport prepaid.

Product Assistance

Help on installation, calibration, and the use of LeCroy equipment is available from the LeCroy Customer Service Department in your country (*see contact numbers following the index*).

Maintenance Agreements

We provide a variety of customer support services. Maintenance agreements give extended warranty and allow our clients to budget maintenance costs after the initial three-year warranty has expired. Other services such as installation, training, enhancements and on-site repairs are available through special Supplemental Support Agreements.

Staying Up to Date

LeCroy is dedicated to offering state-of-the-art instruments, continually refining and improving the performance of our products. Because of the speed with which physical modifications may be implemented, this manual and related documentation may not agree in every detail with the products they describe. For example, there might be small discrepancies in the values of components affecting pulse shape, timing or offset, and — infrequently — minor logic changes.

However, be assured the scope itself is in full order and incorporates the most up-to-date circuitry.

We frequently update firmware or software during servicing to improve scope performance, free of charge during warranty. We will keep you up to date with such changes, through new or revised manuals and other publications.

But you should retain this, the original manual, for future reference to your scope's unchanged hardware specifications.

Service and Repair

Please return products requiring maintenance to the Customer Service Department in your country or to an authorized service facility. LeCroy will repair or replace any product under warranty free of charge. The customer is responsible for transportation charges to the factory, whereas all in-warranty products will be returned to you with transportation prepaid. Outside the warranty period, you will need to provide us with a purchase order number before we can repair your LeCroy product. You will be billed for parts and labor related to the repair work, and for shipping.

How to Return a Product Contact your country's Customer Service Department or local field office to find out where to return the product. All returned products should be identified by model and serial number. You should describe the defect or failure, and provide your name and contact number. And in the case of products returned to the factory, a Return Authorization Number (RAN) should be used. The RAN can be obtained by contacting the Customer Service Department.

Return shipments should be made prepaid. We cannot accept COD (Cash On Delivery) or Collect Return shipments. We recommend air-freighting.

It is important that the RAN be clearly shown on the outside of the shipping package for prompt redirection to the appropriate LeCroy department.

What Comes with Your Scope The following items are shipped together with the standard configuration of this oscilloscope:

- Front Scope Cover
- 10:1 10 MΩ Passive Probe — *one per channel*
- ProBus™ Single-Channel Adapter (**9354C, 9374C, 9384C SERIES ONLY**)
- Two 250 V T-rated Fuses (5 A or 6.3 A depending on model — see *Chapter 3*)
- AC Power Cord and Plug
- *Operator's Manual* (this manual)
- *Remote Control Manual*
- *Hands-On Guide*
- Performance Certificate
- Declaration of Conformity
- Warranty

Note: Wherever possible, please use the original shipping carton. If a substitute carton is used, it should be rigid and packed so that the product is surrounded by a minimum of four inches or 10 cm of shock-absorbent material.